THERAPY SERVICES TECHNICAL ADVISORY COMMITTEE

Public Health Building
Distance Learning Center Room A
275 East Main Street
Frankfort, Kentucky
May 2, 2017
8:30 a.m.

The meeting of the Therapy Services Technical Advisory Committee (TAC) was called to order by Charlie Workman.

The TAC members in attendance: Charlie Workman, Leslie Sizemore (telephonically) and Jeff Holbrook (telephonically).

Medicaid staff in attendance: Dr. Gil Liu, Stephanie Bates, Jessica Jackson, Justin Dearinger and Charles Douglass (telephonically).

Others in attendance: Kathleen Ryan (telephonically) Anthem; Mary Hieatt and Cathy Stephens (telephonically), Humana-CareSource; Laura Crowder and Cathy LaPointe, Aetna Better Health; Stephanie Jamison, WellCare (telephonically), Dell Fraze, Passport Health Plan; Pam Marshall (telephonically) Marshall Pediatric Therapy.

REVIEW AND APPROVAL OF MARCH 7, 2017 MEETING MINUTES:

There were no changes or corrections made to the minutes. The minutes were approved.

OLD BUSINESS:

- (1) Waiver update SCL transition? Time line for Michelle P.: Mr. Douglass noted that SCL was implemented in March, 2017 and that DMS is awaiting approval from CMS to implement the Michelle P. Waiver, and this may occur in late summer or fall, 2017.
- (2) Update from Aetna on conflicting appeals process: Mr. Workman noted that he had failed to retain Laura Crowder's email but he and Ms. Crowder will meet after the meeting to discuss this issue and firm up the appeals pathway and work flow so that this can be accurately sent out to members.
- (3) New evaluation codes any issues with them being used: Mr. Douglass stated that he has not received any positive or negative feedback as to whether these are being paid. Pam Marshall stated she had been told by the MCOs that it is the provider's responsibility to resubmit claims for payment and she has not been paid for some claims. Ms. Bates asked Ms. Marshall to forward these to her.
- (4) Provider numbers from MCOs/usage numbers request by Jessica how is coverage looking: Ms. Jackson noted she has requested these numbers from DMS but has not received them to date. She will distribute them to the TAC upon receipt and the TAC will review them and discuss this at the next meeting.
- (5) Telehealth regulation: There was no update.
- (6) Same-day signature regulation being changed? 907 KAR 8:040, Section 3(3): Mr. Douglass stated that this issue has not crossed his desk but he will check on the status and report back.
- (7) CFY rates are significantly low requested change presented to the MAC awaiting Cabinet response: Mr. Douglass stated that internal discussions are occurring but to date there has been no change to the rates.

NEW BUSINESS:

(1) Medical necessity criteria – where are we: The MCOs gave the following information: Aetna is currently using Milliman but will begin using InterQual at a later date. Passport and WellCare are using InterQual. Anthem changed to InterQual effective April 1, 2017. The Humana-CareSource representative stated she is unsure if the MCO is using Milliman or InterQual at this time due to pending litigation.

Dr. Liu asked that members of the TAC and/or the professional associations give guidance and recommendations to DMS on the medical necessity criteria. Mr. Workman noted that Beth Ennis has worked on this issue to get a better understanding of what the InterQual criteria is and how the different diagnoses and conditions are categorized. Ms. Bates noted that the information Dr. Ennis sent to her was on the plan delivery and the number of authorized visits rather than the criteria themselves. Mr. Workman will write up a summary on this issue for Dr. Ennis' review and then it will be distributed to the different therapy associations for their input.

(2) Other New Business: There was no other New Business.

PUBLIC COMMENT: There were no public comments.

RECOMMENDATIONS TO MAC: There were no recommendations to be made to the MAC. The elimination of the differential, the same-day signature regulation and the CFY issue recommendations were presented to the MAC at its March 24th meeting by Dr. Ennis and Mr. Workman will follow up with Dr. Ennis to have these recommendations forwarded to Mr. Douglass.

The meeting was adjourned. The next meeting will be September 12, 2017, 8:30 a.m., Distance Learning Center Room A, Public Health Building.

(Minutes were taped and transcribed by Terri Pelosi, Court Reporter, this the 2nd day of May, 2017.)



COMMONWEALTH OF KENTUCKY CABINET FOR HEALTH AND FAMILY SERVICES DEPARTMENT FOR MEDICAID SERVICES

IN RE: THERAPY SERVICES TECHNICAL ADVISORY COMMITTEE

May 2, 2017 8:30 A.M. Public Health Building Distance Learning Center Room A 275 East Main Street Frankfort, Kentucky 40601

APPEARANCES

Charlie Workman TAC MEMBER

Appearing Telephonically:

Jeff Holbrook Leslie Sizemore TAC MEMBER

CAPITAL CITY COURT REPORTING

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AGENDA

Review and approval of March minutes

Old Business

- 1. Waiver update SCL transition? Time line for Michelle P?
- 2. Update from Aetna on conflicting appeals process
- 3. New evaluation codes any issues with them being used?
- 4. Provider numbers from MCOs/usage numbers requested by Jessica how is coverage looking?
- 5. Telehealth regulations?
- 6. Same-day signature regulation being changed? 907 KAR 8:040, Section 3(3)
- 7. CFY rates are significantly low requested change presented to the MAC awaiting Cabinet response

New Business

- 1. Medical necessity criteria where are we?
- 2. Other new business?

Public Comment

Recommendations to MAC

APPEARANCES (Continued)

Dr. Gil Liu Stephanie Bates Justin Dearinger Jessica Jackson DEPARTMENT FOR MEDICAID SERVICES

Laura Crowder Cathy LaPointe AETNA BETTER HEALTH

Mary Hieatt HUMANA-CARESOURCE

Dell Fraze PASSPORT HEALTH PLAN

Appearing Telephonically:

Charles Douglass
DEPARTMENT FOR MEDICAID SERVICES

Kathleen Ryan ANTHEM BLUE CROSS-BLUE SHIELD

Stephanie Jamison WELLCARE

Cathy Stephens HUMANA-CARESOURCE

Pam Marshall
MARSHALL PEDIATRIC THERAPY

MS. JACKSON: We will go ahead 1 We would ask that if you're on the and get started. phone to mute your line, not put us on hold but mute it, and we will go around the room and start doing introductions.

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(INTRODUCTIONS)

MR. WORKMAN: Apologies for not having video conference this morning. I received a message from Beth Ennis who is not here today. hopefully those folks that were intending to be on the video conference will be able to call in.

We have a little bit of Old Business to review first, and on the agenda, we have a Waiver update. So, if there is someone that might be able to give us a summary of the time line of where we are.

From the last meeting minutes, there was discussion in regards to the SCL Waiver that was implemented March 1st of 2017. And, then, the Michelle P. Waiver was to be implemented sometime later this year. Is there someone that would be able to provide an update on the status of those Waivers? MS. JACKSON: Mr. Douglass, are

you on the line? He's not on yet.

MR. WORKMAN: We can come back to that.

The number two item was update from Aetna on conflicting appeals process. We just spoke before the meeting here. I failed to retain Laura's email. And, so, we reviewed the letter just briefly this morning. We'll meet afterwards, but essentially the issue was, on the denial letter from Aetna, it states that a form is available to be completed and sent within a certain time frame but apparently there is not a form that is available.

The case in question was a sixmonth old who was requesting--well, the therapist
that was treating that person requested twelve
visits. They received two for torticollis and
cranial depression.

And, so, we're going to follow up after this meeting to review the case in detail and firm up the appeals pathway and work flow so that that can be accurately sent out to the members. So, my apologies for not being able to send the information by email.

The third item is our evaluation codes, our new physical therapy, occupational therapy evaluation codes. From the minutes prior, Mr. Douglass is not on, is he, yet?

2 MR. WORKMAN: We'll just do a quick overview of the issue and then we'll return to 3 that if he does join us, but essentially the new 5 evaluation codes are in place and have been in place. The question is to whether any 6 7 of those codes need to be resubmitted or would any of those that were submitted be reprocessed 8 9 automatically? So, we'll follow up with Mr. Douglass 10 on that to see what the status is on those codes and 11 if there's any issues related to that. 12 The fourth item on the agenda, provider numbers from MCOs and usage numbers. 13 There's a question here of what is the coverage 14 looking like? So, I don't know if there's someone 15 16 that might be able to give us an update on the 17 provider numbers from the MCOs and usage numbers. 18 MS. JACKSON: I have requested 19 them from DMS but have not received the report of 20 those at this time. So, I will distribute them once 21 I receive them. 22 MR. WORKMAN: Okay. We do have 23 Humana-CareSource numbers and those look great. 24 just received those within the last forty-eight

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hours.

No, not yet.

MS. JACKSON:

1	MS. JACKSON: Right. Within
2	the past twenty-four, forty-eight hours, all MCO
3	reports were received and distributed to the TAC.
4	MR. WORKMAN: Very good. So,
5	we will review offline and then follow up with a
6	summary at the next meeting.
7	MS. JACKSON: That will be
8	great.
9	MR. WORKMAN: The next item is
10	telehealth regulations. And in a summary from
11	previous minutes, Ms. Bates stated that no action had
12	been taken yet on the actual regulation. So, we're
13	wondering, is there any type of an update?
14	Apparently, there was an
15	internal meeting that had occurred and that there's a
16	grant for the Department of Public Health that was
17	received for technical assistance. I don't know if
18	there's any status update on the telehealth medicine
19	or not. Is there anyone that might be able to
20	provide that information?
21	MS. JACKSON: Charles may be
22	able to give insight. I do know Stephanie is out
23	today and I have not received any information
24	updates.

MR. WORKMAN: Okay. The next

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1 item is same-day signature regulation being changed, and I believe we had information on that as well from 2 the last meeting but that's another item for Charles, 3 4 is it not? MS. JACKSON: That is correct. 5 6 MR. WORKMAN: This was an item 7 that Beth Ennis was asked if it should be taken to the MAC or not and Charles stated that that would be 8 9 a recommendation. So, that's another followup with 10 him. 11 MS. JACKSON: That's the last 12 information I have as well is we'll need to suggest 13 it to the MAC. 14 MR. WORKMAN: And, then, 15 another item for Mr. Douglass here. The CFY, the 16 rates being significantly low on the fee schedule 17 related to speech therapy, CFY. I think those were one of the three issues also that were 18 19 recommendations to submit to the MAC. So, unless 20 there's any update that anyone would have in the 21 room, I don't believe we have an update on those 22 rates but those were submitted. 23 MS. JACKSON: They were

MR. WORKMAN:

Any other Old

submitted at the last MAC meeting.

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Business from anyone that needs to be addressed?

If we could take just a moment and review the minutes, for those of you that have received the minutes from the last meeting. Those of you that need a copy, I've got some here. I just want to do a quick review and make sure that those are approved.

Just take a moment to read and review and recommend any edits that are needed if necessary. If there are no edits, we'll accept the minutes as written.

New Business items, medical necessity criteria. Where are we? A loaded question. Is there anyone that can provide us with an update on the status of the medical necessity criteria that's being used?

MS. CROWDER: You mean whether we're using Milliman versus InterQual?

MR. WORKMAN: Right. There was discussion last meeting in regards to what might be used going forward, the last couple of meetings. Do you have an idea or an update?

MS. CROWDER: Well, I think for Aetna that we're currently using Milliman. I think we're going to flip to InterQual and Milliman has

1	gone to the State to kind of fight that. So, we're
2	kind of in a state of limbo right now. So, going
3	forward and so far, we're still on Milliman.
4	MR. WORKMAN: Any time frame
5	for the change?
6	MS. HIEATT: That's going to
7	depend on the legal decision between Milliman and the
8	State.
9	MS. FRAZE: Passport is using
10	InterQual.
11	MR. WORKMAN: Passport is using
12	InterQual?
13	MS. FRAZE: Yes.
14	MS. RYAN: This is Kathleen
15	with Anthem. Effective 4/1, we changed from Milliman
16	to InterQual.
17	MR. WORKMAN: So, other than
18	Aetna, are there any others that are in transition?
19	MS. HIEATT: I honestly don't
20	know. I know that everything was in place for
21	Humana-CareSource to go to InterQual and then that
22	injunction from Milliman. So, to be perfectly
23	honest, I'm not exactly sure what they're using right
24	now.
25	MS. JAMISON: This is Stephanie

Jamison from WellCare. We also are using InterQual. 1 MR. WORKMAN: Some 2 standardization occurring. 3 We'll open up the floor to any 4 other New Business that needs to be mentioned. 5 6 start with those folks on the phone. Are there any 7 New Business items that need to be brought to the committee? Anyone in the room with any New Business 8 issues at all to be brought? 9 10 DR. LIU: Gil Liu with DMS. 11 The medical necessity criteria, I'm just hoping that 12 the TAC gives some guidance in that regard. 13 I'm probably repeating things that have been said a number of times. The desire is 14 15 to reduce provider abrasion by having more 16 standardization. The expectation was when InterQual 17 covers a clinical domain that the MCOs all implement that in unison. 18 We are in the middle of 19 20 litigation and that has an indefinite time period, but my understanding is that InterQual doesn't have a 21 22 good comprehensive kind of solution for pediatric 23 therapy, for example, and in those instances, we need

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adequately.

to find something that does work much more

And that's where we would look to this group to at least express. There's a comparison across different vendors of medical necessity guidelines and we think that this vendor or this other source will give a well-embraced approach by the provider side.

So, I'm curious, is there anything more that could be said from the TAC standpoint about how they perceive Milliman versus InterQual for pediatrics or other places where it might fall short?

MR. WORKMAN: So, step one, according to Beth Ennis who has put a little bit of work in meeting with some of the folks to have a better understanding of exactly what the InterQual criteria is and the detail behind that, how are the different diagnoses and conditions categorized.

And, so, that's kind of the first step there, to know whether or not it's going to be adequate. We already know, having had a quick review, that it doesn't really meet the individual needs of certain diagnoses and conditions.

And, so, from that point, step two was having the opportunity and the ability really to make recommendations. There have been other items

that have been formed and it's in the literature as well. An example of that would be blueprints that Cincinnati Children's did some research on I think in 2005, if I recall, providing a method of determining what type of diagnosis an individual may have and how that is categorized, whether it's an acute high-intensity type diagnosis or whether it's a chronic developmental issue and how a clinician should not just document but determine what some of the clinical needs would be ongoing that will be effective.

Being able to implement something outside of InterQual is the question is how I understand it, whether or not we can deviate from exactly what's being proposed in there. We would love the opportunity no doubt because we do feel like it's not fully adequate to meet the needs of the beneficiaries.

So, I'm not sure what the steps are at this point unless someone else may have any comments, but we welcome certainly the opportunity to be able to do that.

DR. LIU: You have the opportunity. Within the contract, there is an ability for a Managed Care Organization to propose an alternative. It would be reviewed by DMS and then

ultimately decided if it was approved or not.

We have taken that approach with things like radiology, cardiology procedures.

Those are other instances where InterQual doesn't go all the way as far as we would like it to, and it seems that providers would not have a lot of objections to using an alternative to InterQual.

So, I would just hope within your professional organizations or through the members of the TAC and their ability to appeal to evidence that they would pretty assertively make recommendations both to DMS and the MCOs around places like pediatric therapies. That kind of advocacy I think would be welcomed and needed.

MR. WORKMAN: Would this be on an individual basis with the MCOs, though, or would it be a collective approach?

MS. BATES: I came in late.

This is Stephanie Bates for those of you on the phone. Beth had submitted to me, because she said that she went out and talked to some people. So, basically what she sent back to me in a nutshell kind of a quick recommendation and basically it wasn't around the criteria themselves. It was around basically the number of visits that are authorized

each time.

So, it's kind of like the plan delivery rather than the medical necessity criteria.

And, so, that's what she came back to me.

As far as how it works with your all's input, it would be just you meeting as an organization or whatever your therapy organization is, getting together and saying this is our recommendation and it would be to us. You wouldn't be working with MCOs on that kind of stuff.

MR. WORKMAN: Okay. So, she did have a chance to review the InterQual in detail?

MS. BATES: She's not here to speak to that. I'm just telling you what she sent to me and that was that she did not have any recommendations around the criteria themselves but it was more around the amount of therapies that are given each time, just kind of like the rules around authorizations for each one, specifically probably eviCore.

MR. WORKMAN: But we could certainly propose that our associations, PT, OT and speech therapy, have some type of collaboration that would allow us a little bit more of a standardized approach to determine the criteria in regards to the

acuity, high-intensity frequency or whether children need to be, or adults for that matter, need to be periodic, consultative, what does it need to look like over time, how that should change.

I think there is opportunity for some clinical judgment standardization so that it's a little bit more interpretable than what it is now from one clinician to the next. We don't want a large spectrum. We want it to be somewhat----

MS. CROWDER: If you could devise an algorithm that could be used for all plans, that would be great. And I think that the Medical Directors at all of the MCOs would be grateful for something like that because it gives you a little bit more structure and you can look at the medical necessity and then have a structure to go by based on your algorithm.

MR. WORKMAN: Correct. The question is the individuality and the specific needs but I think that can be built in to that type of an initiative. I know I had mentioned this to Beth a couple of times. I think it just needs to be something, kind of a trial alliance approach from our disciplines to be able to put something like that together.

So, we'll bring that to our associations and follow up at the next meeting to see what interest there is, number one, certainly from a physical therapy standpoint. Leslie has laryngitis, so, we may not be able to hear her response, but I'm curious if she could take that to the KOTA as well. Leslie, would that be possible?

MS. SIZEMORE: Absolutely. If someone could send me that written up so that I say it correctly. I'm afraid that I may mismanage that. So, if someone could just send me a little blip that I can actually send to the professional organization, I would be glad to do that.

MR. WORKMAN: And we'll do the same thing with the speech therapy group as well. I will write up a summary following today's meeting. I will send it to Beth and let her review it and then we'll get that out to the associations.

Any other New Business items?

Did we clock the shortest meeting ever?

MS. JACKSON: Mr. Douglass is on the line.

MR. WORKMAN: Welcome, Mr. Douglass. You saved us from having a record short meeting here. So, we appreciate that.

We have a couple of items we'd like to get your input on, if we can, updates.

MR. DOUGLASS: Certainly.

MR. WORKMAN: The first would be the Waiver updates. We understand that Michelle P. will be implemented sometime this year. Do you have a status update on that?

MR. DOUGLASS: Not on that. I mean, we just implemented the second one, I guess SCL, on the 15th of March basically to allow things to go from the 15th of March to the 15th of April. So, that part is fully implemented.

The second one we have to have approval from CMS. They're basically taking their time giving us one at a time approval to switch those over to State Plan services. Probably maybe later this summer or in the fall is my guess.

MR. WORKMAN: Okay. Then we had a question on the action item on the new evaluation codes, if there have been any issues and whether our facilities need to resubmit any of those codes, the new evaluation codes for PT and OT.

MR. DOUGLASS: I've not gotten any feedback positive or negative as to whether or not they're being paid. So, I'm assuming that

they're being paid. This is Pam MS. MARSHALL: 2 Marshall. I have been told by the MCOs that it's our 3 responsibility. They're not going to automatically 4 5 reprocess those. So, all the codes that we did not get paid, it's our responsibility to resubmit or work 6 7 with them to get them paid. Pam, are you 8 MR. WORKMAN: confirming that you did not get paid for those? 9 10 MS. MARSHALL: Yes. We did not 11 get paid, like January, February nonpayment for the 12 eval codes. 13 MS. BATES: Pam, this is 14 Stephanie. On those, did you submit and get denied? How did that work? 15 MS. MARSHALL: Yeah. 16 I'm 17 speaking regarding the MCOs, not Medicaid. 18 MS. BATES: Right. 19 MS. MARSHALL: Yes: They come 20 back with a denial code or a paid zero. Basically I 21 was told because it wasn't on the fee schedule, we didn't get paid for those. So, we have a lot of 22 23 claims to resubmit for it's like January, February 24 and part of March.

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MS. BATES: So, as long as you

submitted those claims, they should be able to work with you on those. So, if they aren't, will you shoot me, offline, out of here, because we're not really talking about claims in the TAC, but if you've got issues where you're not getting paid on codes, then, I need you to send that to me so that way I can reach out to the MCO.

MS. MARSHALL: Yes. And we've had--I'm not sure if Aetna Better Health is represented in the room, but we've had several issues and one with Aetna Better Health on that whole PA problem where the PA is given to a code, not to the visit and we had a lot of denial, and we still don't have our claims, January, February March, April straightened out from that very problem. And the PA is supposed to be approved to the visit, not to the specific code.

So, it's just some wearisome to continue going back and making sure--like, in my opinion, it should be automatically processed but they've known about this problem for four weeks and we still have no reprocessing of any of those claims or a solution.

MS. BATES: Okay. Pam, if you will just send those to me in an email, I'll take

1 care of them. Okay? MS. MARSHALL: 2 Yes. 3 MS. BATES: Thank you. MR. WORKMAN: Leslie, have you 4 5 heard of any other facility issues with regards to nonpayment for the new codes? 6 7 MS. SIZEMORE: No. We have not 8 had any difficulty in the last little bit. 9 asked our billing agents and no one has any complaints. 10 11 MS. MARSHALL: It's Pam again. 12 There is one more issue which I've been working with 13 They have the PA problem where the PA's Passport on. 14 aren't transitioning from eviCore to Passport. So, 15 we have a lot of claims that have to be reprocessed 16 for that. They are aware and they plan to fix 17 sometime in May but it is not fixed yet and we 18 continue to get those denials. So, I just wanted to 19 make everybody aware of that. 20 MS. FRAZE: We are aware of 21 that and that is being addressed and we've been told 22 that it will be fixed in May. I don't have a date, 23 just in May. 24 MS. MARSHALL: Hey, Charlie,

I have one more question.

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it's Pam again.

of the eval code problem that we have, I began to notice that because the Medicaid fee schedule isn't approved or updated until later in the year, that all the claims that processed prior to that, like, for example, all the MCOs, they're pulling off the Medicaid fee schedule, are processed at the year's prior rate.

And, then, I also learned in this process that they're saying it's the provider's responsibility if we want any of those claims reprocessed to be paid under the new January 1, 2017 Medicaid fee schedule.

MR. WORKMAN: Mr. Charles, can you give us an update on the fee schedule status for 2017? Is everything available?

MS. BATES: I can answer that. The MCOs got all of those in January. So, again, Pam, I don't want to make the TAC about claims. So, if you could just take this offline to me and we can deal with that. We can't deal with that on the phone today.

MS. MARSHALL: Sure. I totally understand that. I just didn't know if it was a global problem.

MR. WORKMAN: Then we have one

other item there, the CFY rates being significantly low. That was submitted to the MAC. So, I don't know. I think we mentioned that earlier.

Same-day signature regulation, that was also on hold until Mr. Douglass was available. Is there any update on that policy at all?

MR. DOUGLASS: That has not crossed my desk. I'll look it up and see where it might be in the process in the Commissioner's Office.

As for the medical Fellows, we're still at an impasse there as to their payment rate versus the usual master's level licensure of OT and PT but we're discussing that internally to see if there's anything, but as of yet, there's no change.

MR. WORKMAN: Including that they still have to be in a multi-therapy group, I understand, to be able to bill?

MR. DOUGLASS: According to that reg, yes. When they added that reg, it was trying to get that coverage out there quickly. That's something we will probably look at this year because, as I mentioned before, to me, it seems like a very restrictive of that where we have individual providers that certainly provide the supervision and

such for these people that should be allowed to have
them in their offices versus a multi-therapy group.

So, we will be looking at that sometime this year to
see about possibly updating that.

MR. WORKMAN: And, again, those
three recommendations that were sent to the MAC, the

MR. WORKMAN: And, again, those three recommendations that were sent to the MAC, the elimination of the differential for PTA's, COTA's, same-day signature regulation we just discussed and then the CFY issue all taken to the MAC, and I have not heard a response from the MAC since that has been submitted. Does anybody happen to know when the next MAC meeting is?

MR. DOUGLASS: I think this past year, because there hadn't been a quorum with the MAC, those recommendations made during those times are not forwarded to us until such time as historically there was a quorum.

I believe they have made a change to that so that in the future, recommendations can be made and we can actually review them and work on them.

MR. WORKMAN: Okay.

MS. BATES: May 25th is the

next MAC meeting.

MR. WORKMAN: Have you received

1	those three items by chance from Beth at this point?
2	MR. DOUGLASS: I have not, no.
3	MR. WORKMAN: I will follow up
4	with her to see if we can get that information to
5_	you. The next MAC is the 25th.
6	Any other public comment? Any
7	other New Business? Very good. The next meeting
8	date, have those been established throughout the
9	year?
10	MS. JACKSON: September 12th,
11	8:30, same time, same location.
12	MR. WORKMAN: Very good.
13	Thanks, everyone. We will adjourn the meeting.
14	MEETING ADJOURNED
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